

Denton Medical Practice

www.dentonmedical.co.uk

Achievement Report/Patient Participation 2012/2013

1. Develop a Patient Participation Group

We currently have 10 members on our PPG. We would like to invite any other patients who are interested to get in touch and have your say in the running of 'your practice'.

2. Agree with the PPG which issues are a priority

Based on the patient survey results 2012/2013 we asked the PPG to comment and decide on an action plan. The most significant concern was 'Patient Access'. Members of the group were asked for their feedback with idea's / solutions on how this issue could be improved for patients.

It was felt that the telephone triage system was not popular with patients because it was too restricting as patients only had until 10.30am to ring in to be triaged for an appointment. It was also felt that the current system did not allow for afternoon appointments and for mother's with young school age children.

Lesley Hynds explained to the group that the old 'same day appointment' system was unworkable as patients used it to get a same day appointment regardless of whether their need was urgent or routine. By triaging the requests for same day appointments, the nurse can assess the patient and decide the most appropriate appointment for them. This may be an appointment the same morning, the next day, a 48 hour appointment or a routine non-urgent appointment. In some cases the problem can be dealt with over the phone, negating the need for the patient to attend surgery. This system is much fairer as it allows patients to be appropriately assessed on a clinical basis and ensures that the more urgent cases are prioritised and seen as soon as possible.

We agreed that some changes would need to be made to address the issue of afternoon appointments and available appointments for children in the afternoon's. The group felt that we should not rely on re-directing patients to the walk in centre as parents especially wanted their children to see their own GP.

After taking these comments into account and discussing this issue as a practice we now have dedicated appointment slots for children in the afternoon's (when school has finished). We are also employing a new practice nurse so that we can extend the telephone triage system into the afternoon, therefore, giving much better access to appointments later in the day for patients.

3. Patient Survey Results 2012/13

If you would like to look at the results of our latest patient survey, it is also available on our website.